

# Client Rights Office

Department of Health and Family Services  
Division of Disability and Elder Services

<http://dhfs.wisconsin.gov/clientrights/index.htm>

***Community Programs Training 2005***

## RESPECTING CLIENT CHOICES

How do we **promote, support, or tolerate** individuals' lifestyle choices?

**Choices** may be related to individuals' perceptions of the **five basic senses**:

Hearing



Sight



Smell



Taste



Touch



Choices can be influenced by **family, cultural, spiritual or regional values**. Is there any **assessment or documentation** of how a client **expresses** his/her choices?

**When / how** might staff try to **promote** (or influence) an **individual's choices**?

- **Assessment of choices**, and their **function** and **value** to the person
- Consider use of the "**Essential Lifestyle Planning**" process
- **Proactive efforts** to "open doors" to **new experiences / activities**

What might be needed to **ensure support for individuals' lifestyle choices**?

- **Resources** from within the system such as staffing, transportation, etc.
- Reasonable **access to funds**, and **items necessary** for the **activities**
- Some degree of **compatibility** on the part of **persons living together**

**What does it mean to tolerate** individuals' lifestyle choices?

- **Acknowledge** the **client's right** to make a choice / engage in an activity
- **Review sources / scope of individual rights** (§ 51.61 & HFS 94)  
[review Chapter 55 "Declaration of Policy" and HFS 94.24(3)]
- **Avoid**, as much as possible, the societal **double standard** tendency
- Document and address **impediments / obstacles** to clients' choices
- Treatment plans: Address **choices** and reminders of **consequences**
- Develop an **individualized risk management approach** for the issue
- Document criteria for, and parameters of, **time and place limitations**
- Document any "bottom line" **health and safety risks**, and **limits**

**Other related issues:**

- Tolerance and parameters related to "**age appropriateness**" issues
- Assess if / when a "**choice**" may be a **cue** to other issues or emotions
- **Guardian** should have **involvement / input**, not unilateral authority
- Goal of **team consensus** - with county and provider accountability

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